



# CCTO Tool Help Guide

## COVID-19 Community Team Outreach

If you need to submit a ticket into ServiceNow for a technology issue, please follow the steps below:

### Submitting a technology issue into ServiceNow:

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If it is your first time submitting a ticket, you will be asked to create a user registration request to use ServiceNow (here is registration link: [https://ncgov.servicenowservices.com/user\\_registration\\_request.do?sys\\_id=1&sysparm\\_view=contact\\_tracing](https://ncgov.servicenowservices.com/user_registration_request.do?sys_id=1&sysparm_view=contact_tracing)

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Enter the first part of your NCID (for example, *bsmith1* or *jdoe3*), your first name, last name, and your main work email address (do not use your @nc.gov). Then click "Submit" and you will be redirected to the portal, where you will login with the same shortened NCID you just submitted as well as your normal NCID password.

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If this is not your first time submitting a ticket, click the URL to access ServiceNow portal: [https://ncgov.servicenowservices.com/sp\\_t\\_racing](https://ncgov.servicenowservices.com/sp_t_racing)

**Note:** Log in with your NCID Username and Password

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Now, click the 'Report a Technology Issue' icon to begin your ticket submission. If you had a suggestion for the CCTO tool, you should click the 'Suggest an Enhancement' icon to submit a ticket.

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Now, you must complete the form (see example screenshot).

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**Note:** your contact information will auto fill, however, you must complete the required fields marked with an asterisk

Review the information entered and click 'Submit' in the upper right-hand corner

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You can track the progress of your submitted request by checking your email from IT Service Desk [ncgov@servicenowservices.com](mailto:ncgov@servicenowservices.com) and clicking on the link to view your ticket. You can also send a follow up message.

\*NOTE: An example of your NCID would be *rgrant1*. Do not enter [rgrant1@nc.gov](mailto:rgrant1@nc.gov). If you are experiencing issues with your NCID log in, please reach out to your NCID Admin. If you are a Local Health Department and don't know who your NCID Admin is, please reach out to your supervisor. If you are part of CCNC please send an email to: [CCTC\\_NCID\\_Admin@carolinact.org](mailto:CCTC_NCID_Admin@carolinact.org)

Thank you! We are excited for you to join our team.

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